

Division for the Visually Impaired Independent Living Services



Increasing consumers' ability to function independently and remain in the community

ISSUE STATEMENT:

The Independent Living Services Program's (ILS) Senior Rehabilitation Instructors for the Visually Impaired (SRI) provide a wide array of skill development services for eligible persons of all ages. Plans are individualized and have consumer-developed goals. Our rehabilitation instructors serve more consumers than any other DVI program. ILS services are essential for persons newly diagnosed with severe visual impairments and blindness so they can function independently and remain contributing members of the community.

GOALS:

- ◆ Engage eligible consumers in learning and employing alternative techniques for activities of daily living
- ◆ Enable newly diagnosed consumers to function independently and remain contributing members of the community
- ◆ Ensure high quality assessment and service delivery
- ◆ Ensure that the VICR (Case Management Application) data collection and reporting is consistent with federal and program requirements

KEY OBJECTIVE:

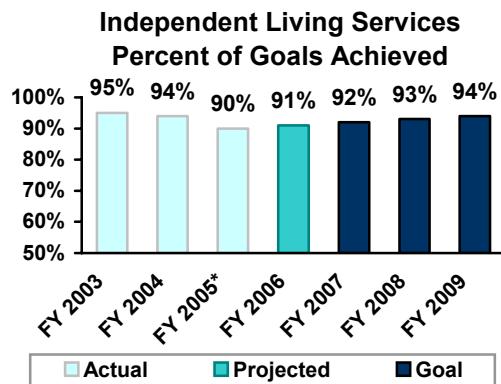
- ◆ To increase by 1% each year, through FY 2009, the percentage of successful goals achieved by ILS consumers

STRATEGIC INITIATIVES / ACTIVITIES:

- ◆ Work closely with eligible consumers to develop sensible realistic goals to achieve and maintain independence
- ◆ Meet quarterly with the Information Resource Management Team to review and monitor corrective action and/or enhancements needed for the VICR system
- ◆ Encourage Senior Rehabilitation Instructors to become Certified Vision Rehabilitation Therapists
- ◆ Identify certification process and resources for existing instructors to become certified therapists

PERFORMANCE MEASURE:

- ◆ Percentage of consumer independent living goals achieved



*FY 2005 – estimated data

MONITORING / EVALUATION PLAN:

- ◆ Conduct consumer satisfaction survey within 90 days of case closure
- ◆ Prepare annual report and submit it to Federal Funding Sources and DVI Division Director
- ◆ Review and monitor quarterly, data collection and reporting efforts using VICR
- ◆ Track the number of staff who become Certified Vision Rehabilitation Therapists each year

Program Manager: Elisha Jenkins, 255-9813

Division for the Visually Impaired Vocational Rehabilitation Unit



Placing individuals with visual impairments in jobs

ISSUE STATEMENT:

Disability statistics show that people with disabilities represent the single largest minority group seeking employment in today's labor market. Traditionally, employers have not viewed this group as a potential source of skilled labor; however, a recent Aspen Institute report (August 2002) projects a critical shortage of workers over the next 20 years, particularly in jobs requiring higher education and training. To meet the demand for skilled labor, vocational rehabilitation services are provided to assist individuals with visual impairments to develop job skills that will enable them to compete in today's labor market.

GOALS:

- ◆ Prepare blind individuals for employment consistent with their unique skills, abilities, and interests
- ◆ Achieve competitive, self- or Business Enterprise Program employment, with employer benefits and earnings equivalent to the federal minimum wage or higher, for a period of three months or more

KEY OBJECTIVE:

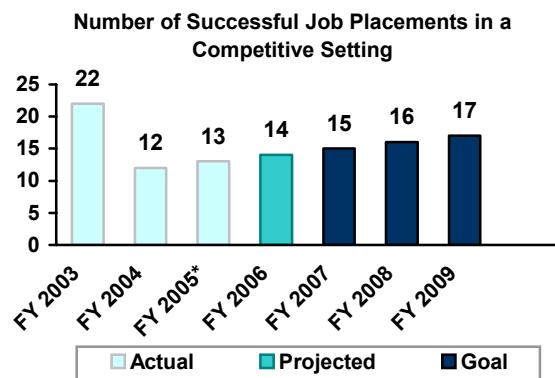
- ◆ To increase the number of competitive job placements by at least one annually through FY 2009

STRATEGIC INITIATIVES / ACTIVITIES:

- ◆ Provide Vocational Rehabilitation and Supported Employment services focusing on the *individual placement model* to persons aged 16 and older that are designed to facilitate job outcomes in the labor market, commensurate with the individual's life goals, skills, and abilities
- ◆ Create an interdisciplinary approach in the provision of transitional services
- ◆ Network with employers to develop business partnerships

PERFORMANCE MEASURE:

- ◆ Number of individuals actively involved in on-going training programs who achieve competitive job placements that occur in the labor market



*FY 2005 – estimated data

MONITORING / EVALUATION PLAN:

- ◆ Completion of the RSA (Rehabilitation Services Administration) 911 federal report annually
- ◆ Tabulation of the number of employer partnerships developed each year, to be reported to the Division Deputy Director

Program Manager: Helen Harper, 255-9819

Division for the Visually Impaired Delaware Business Enterprise Program



Improving annual earnings for program participants

ISSUE STATEMENT:

The Delaware Business Enterprise Program (BEP) offers entrepreneurial opportunities in the food service management industry under the guidelines of the Randolph-Sheppard Act. To maximize the ability of BEP participants to flourish in this industry, a comprehensive training curriculum has been developed. With such training, it is anticipated that there will be increased entrepreneurial opportunities for new blind vendors. Training using this new curriculum is scheduled to begin in September 2005.

GOALS:

- ◆ To increase entrepreneurial opportunities for blind Delawareans
- ◆ To improve profitability and maximize the earnings potential of blind operators

KEY OBJECTIVE:

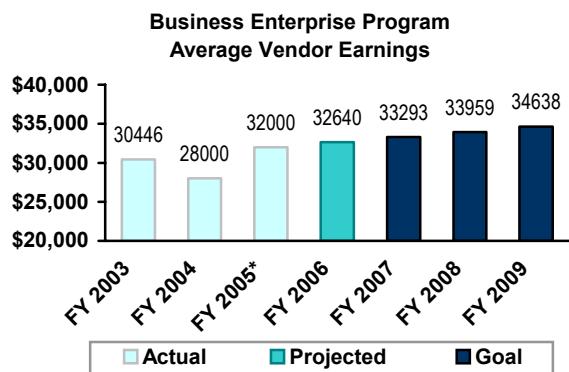
- ◆ To increase the average vendor earnings by 2% annually through FY 2009

STRATEGIC INITIATIVES / ACTIVITIES:

- ◆ Help blind operators adjust their business practices to improve profitability at each location and thereby maximize their earning potential
- ◆ Foster adaptability of BEP to adopt industry trends
- ◆ Provide quality monitoring of all BEP locations
- ◆ Conduct vendor training that reinforces:
 - Sanitation requirements/Delaware Food Code
 - Leadership Development
 - Customer Relations
 - Quality Control
 - Inventory Control
 - Merchandising/Marketing
 - Security
 - Safety
 - Business Management Principles and Practices
 - Quality Food Services and Products

PERFORMANCE MEASURE:

- ◆ Average Annual Vendor Earnings



*FY 2005 – estimated data

MONITORING / EVALUATION PLAN:

- ◆ Maintain records of new licenses issued to blind vendors
- ◆ Maintain records of all blind vendors' earnings

Program Manager: Michael P. Williams, Sr., 255-9833

**Division for the Visually Impaired
Delaware Industries for the Blind (DIB)
Delaware Business Enterprise Program (BEP)**



Creating employment opportunities for the Blind and Visually Impaired

ISSUE STATEMENT:

A barrier to successful employment for individuals with disabilities is the lack of rewarding employment options. Designing an employment system that recognizes the diversity of DVI consumer strengths, their vocational interests and employment support needs, can expand the range of employment options and individualized supports.

Older persons who want to return to the workforce often have difficulty obtaining new employment. Their skills may be obsolete, or they may no longer be physically able to do the type of work they were accustomed to performing. Opening job opportunities in which DVI consumers can obtain employment outcomes to meet their needs, or finding environments in which individuals can work on a trial basis to evaluate their skills level would be beneficial.

GOAL:

- ◆ Meet the employment needs of all interested DVI consumers

KEY OBJECTIVE:

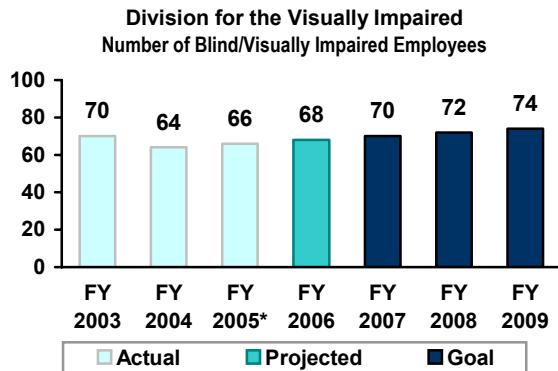
- ◆ To increase annually by 2, the number of full or part-time employees filling semi-skilled or skilled positions within the Division for the Visually Impaired (DVI) or one of its employment programs [ie - Delaware Industries for the Blind (DIB); and the Business Enterprise Program (BEP)] through FY 2009

STRATEGIC INITIATIVES / ACTIVITIES:

- ◆ Identify products/services that can be adjusted to match the requirements of blind and visually impaired individuals seeking employment at DIB and BEP
- ◆ Add to and/or adjust the line of existing products and food service opportunities
- ◆ Establish a business plan which covers products/services, cost analysis, marketing, quality control, production, sales goals and objectives, accounting, order tracking, customer satisfaction, etc
- ◆ To identify additional space or facilities to accommodate the growing number of positions

PERFORMANCE MEASURE:

- ◆ Number of semi-skilled and skilled employment positions filled by blind or visually impaired employees



* FY 2005 – estimated data

MONITORING / EVALUATION PLAN:

- ◆ Monitor results on a quarterly basis, reviewing employment levels, costs, and sales
- ◆ Report results annually to DVI Division Director

Program Managers: Alan Wingrove, 255-9856; Michael P. Williams, Sr., 255-9833

Division for the Visually Impaired Delaware Industries for the Blind



Increasing the number of successful job outcomes

ISSUE STATEMENT:

Statistics show that approximately 75% of the blind and visually impaired population is unemployed. Those desiring employment have a difficult time in this pursuit as the typical employer assumes that a person with blindness or visual impairments will not be able to do a satisfactory job. There is a substantial need to provide our service population with expanded and diversified employment opportunities in skilled, semi-skilled or unskilled work. Delaware Industries for the Blind strives to provide positions with upward mobility so a person can grow and advance in a desirable work environment.

New computer adaptive technology has expanded the potential for the employment of blind persons in positions that were previously not possible. Expanding our knowledge of how these technologies can be applied to the modern job market is key for providing more diverse opportunities.

GOALS:

- ◆ Expand sales
- ◆ Identify new product lines and service contracts
- ◆ Expand employment opportunities for the blind and visually impaired

KEY OBJECTIVE:

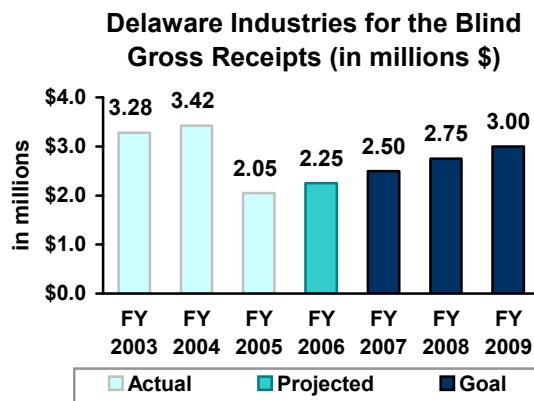
- ◆ To develop new business opportunities to increase gross receipts by \$250.0 annually through FY 2009

STRATEGIC INITIATIVES / ACTIVITIES:

- ◆ Provide specific training for skills and workforce development
- ◆ Develop marketing plan geared to sale of in-house production/service items
- ◆ Reinforce the importance of customer service
- ◆ Expand/increase training program
- ◆ Use adaptive computer technology to expand employment potential
- ◆ Increase marketing and sales efforts by 10% each year

PERFORMANCE MEASURE:

- ◆ Annual gross receipts

**MONITORING / EVALUATION PLAN:**

- ◆ Report the gross receipts and the number of new product contracts quarterly to the DVI Division Director
- ◆ Report actual sales quarterly to the DVI Division Director

Program Manager: Alan Wingrove, 255-9856